



Human Services Department Policies and Procedures

Policy Title:	Bankruptcy Notification		
Policy #:	ABC - 1104	Effective:	3/01
Division	Mental Health Center - ABC Department	Revised:	2/06; 6/08
Cross Ref. #:		Reviewed:	

PURPOSE: To establish guidelines for ABC Department staff to process Bankruptcy Notifications.

POLICY: It is the policy of Mental Health Center ABC Department staff to follow established guidelines to process Bankruptcy Notices on a consistent and timely basis.

DEFINITIONS:

ABC	Admissions/Billing/Collection Department
Collection Clerk	Account Clerk I who performs collection duties
A/R	Accounts Receivable
A/R Clerk	Account Clerk I who performs Accounts Receivable duties

PROCEDURE:

- A. Bankruptcy notices are court orders signed by a judge and are received from the Clerk of Courts. The notice will indicate the date range affected by the bankruptcy. At this point the Collection Clerk will stop all collection efforts on the client account indicated on the bankruptcy notice.
- B. The Collection Clerk will search the Keane billing computer system to verify the correct client account and dates of service that are affected by the bankruptcy notice and the dates as indicated in the notice by using the following screens.
 - 1) In the "accounts receivable" menu, Collection Clerk will choose the account update screen (option #8) on the "charge/transaction entry" menu.
 - 2) Collection Clerk will type in name from bankruptcy notice on this screen and hit enter to search for accounts receivable balances on this name. When the account appears from the name search, the clerk will choose the account by placing a "1" next to the name.
 - 3) Collection Clerk will then choose option #18 "matching accounts" to search all patient bill numbers for this particular client name.

- C. If the search displays a zero (\$0.00) balance on all patient bill numbers for the client, the bankruptcy notice is filed in the ABC Department bankruptcy file as there are no remaining accounts receivable balances are affected by the notice. Bankruptcy file is located in the Collection Clerk's file cabinet in the A/R Department.
- D. If the search displays a "B" next to the patient bill number during the account search, this indicates the account was placed with an outside collection agency as a bad debt. If the account has a balance due remaining on the bad debt account, the following duties need to be completed:
- 1) The Collection Clerk will then notify the collection agency of the account, the filing date, chapter and file number as indicated on the bankruptcy notice. Collection agency will stop all collection efforts.
 - 2) Collection Clerk will place a note on the account in the Keane billing computer program stating the agency has been notified of the bankruptcy.
 - a) In the "accounts receivable" menu, Collection Clerk will choose the account update screen (option #8) on the "charge/transaction entry" menu.
 - b) Collection Clerk will type in name from bankruptcy notice on this screen and hit enter to search for accounts receivable balances on this name. When the account appears from the name search, the clerk will choose the account by placing a "1" next to the name.
 - c) Collection Clerk will then choose option #18 "matching accounts" to search all patient bill numbers for this particular client name.
 - d) Collection Clerk will place a "02" next to one of the client patient bill numbers that have a remaining balance. This will bring the clerk to the account note screen for this particular patient bill number.
 - e) Collection Clerk will use option "F7" to bring up the screen where a text note can be added to the account.
 - f) Collection Clerk will type a text note stating the receipt of a bankruptcy notice and the collection agency was notified.
 - g) Collection clerk will type the account text note to all of the client's patient bill numbers that have a remaining balance and a date of service which is reflected in the dates as indicated on the bankruptcy notice.
- E. If the search displays patient bill numbers with a current accounts receivable balance due and the date of service on the patient bill numbers are dates included in the bankruptcy notice, the Collection Clerk will complete the following duties:
- 1) If the bankruptcy notice indicates there will be funds dispersed through the bankruptcy court for outstanding debts, the Collection Clerk will follow instructions on notice to file "Proof of Claim" on any funds that will be dispersed with the bankruptcy.
 - 2) Collection Clerk will place a note on the account in the billing computer program stating the date of the notice, the amount affected and state if a claim was filed against any funds dispersed by the bankruptcy court.
 - a) In the "accounts receivable" menu, Collection Clerk will choose the account update screen (option #8) on the "charge/transaction entry" menu.

- b) Collection Clerk will type in name from bankruptcy notice on this screen and hit enter to search for accounts receivable balances on this name. When the account appears from the name search, the clerk will choose the account by placing a "1" next to the name.
 - c) Collection Clerk will then choose option #18 "matching accounts" to search all patient bill numbers for this particular client name.
 - d) Collection Clerk will place a "02" next to one of the client patient bill numbers that have a remaining balance. This will bring the clerk to the account note screen for this particular patient bill number.
 - e) Collection Clerk will use option "F7" to bring up screen where a text note can be added to the account.
 - f) Collection Clerk will add a text note stating the receipt of a bankruptcy notice, the dates of service affected by the bankruptcy as indicated on the notice. If notice indicates there will be funds dispersed for outstanding debts, the Collection Clerk will indicate this in the text note on the client account that a claim was filed.
 - g) Collection clerk will type the account text note to all of the client's patient bill numbers that have a remaining balance and a date of service which is reflected in the dates as indicated on the bankruptcy notice
- F. After the bankruptcy court proceeding is completed, a "Discharge of Debtor" notice will be received by the ABC Department Collection Clerk from the Clerk of Courts.
- 1) Collection Clerk will send a note to the ABC Department Supervisor to approve the write off of the affected amounts, as these amounts are uncollectible due to bankruptcy.
 - a) A copy of Discharge of Debtor notice will be forwarded to ABC Department Supervisor. Collection Clerk will indicate on the notice the patient bill numbers with the accounts receivable balances remaining on each of patient bill numbers that are within the date range affected by the dates indicated on the bankruptcy notice.
 - b) The ABC Department Supervisor will approve the write off by signing and dating the notice copy.
 - c) The approved write off notice is forwarded to the A/R Clerk for write off entry to be completed.
 - 2) Collection Clerk will place a note on each patient bill number that has a remaining balance written off due to the bankruptcy.
 - a) In the "accounts receivable" menu, Collection Clerk will choose the account update screen (option #8) on the "charge/transaction entry" menu.
 - b) Collection Clerk will type in name from bankruptcy notice on this screen and hit enter to search for accounts receivable balances on this name. When the account appears from the name search, the clerk will choose the account by placing a "1" next to the name.
 - c) Collection Clerk will then choose option #18 "matching accounts" to search all patient bill numbers for this particular client name.

- d) Collection Clerk will place a "02" next to one of the client patient bill numbers that has a remaining balance. This will bring the clerk to the account note screen for this particular patient bill number.
 - e) Collection Clerk will use option "F7" option to bring up screen where a text note can be added to the account.
 - f) Collection Clerk will add a text note stating copy of notice was given to ABC Department supervisor to have remaining balance due written off due to bankruptcy.
 - g) Collection clerk will type the account text note to all of the client's patient bill numbers that have a remaining balance and a date of service which is reflected in the dates as indicated on the bankruptcy notice
- 3) A/R Clerk will complete transaction entry into the billing computer system to write off the approved amount.
- a) A/R Clerk will enter the Keane accounts receivable menu.
 - b) A/R Clerk will choose option #6 "Batch Transaction Entry" screen.
 - c) A/R Clerk will choose option F6 to begin a new batch to enter write off transaction.
 - d) A/R Clerk will type on batch entry screen the patient bill number, the write off transaction code 625 ("bad debt not placed; no money") and the approved dollar amount to be written off.
 - e) A/R Clerk will hit "enter". Clerk will then hit F3 key to close the transaction batch.
 - f) Screen will ask if the transaction should "be posted to account" A/R Clerk will indicate yes with a "Y" in the field indicated on the screen.
 - g) Transaction entry will then post automatically to the account with the system's end of day internal posting processing.
- 4) Original copy of "Discharge of Debtor" is filed in the ABC Department bankruptcy binder located in the A/R Department.
- 5) Copy of "Discharge of Debtor" notice is filed in client's financial chart located in the Billing Department.
- 6) Copy of Bankruptcy Notice is filed in client's financial chart located in the Billing Department.
- 7) Original Bankruptcy Notice and "Discharge of Debtor" notice is filed the bankruptcy binder maintained by ABC Department and is located in the A/R Department.

REFERENCES: None.

FORMS/ATTACHMENTS:

Copy of Bankruptcy notice

Copy of Discharge of Debt notice



Human Services Department Policies and Procedures

Policy Title:	Collecting Client Co-Pays and Deductibles		
Policy #:	ABC - 1106	Effective:	3/01
Division	Mental Health Center - ABC Department	Revised:	2/06; 6/08
Cross Ref. #:		Reviewed:	

PURPOSE: To assign a co-payment amount on services rendered and to ensure effort is made in attempting to collect all client co-pays and deductibles assigned by third party payers.

POLICY: It is the policy of the Mental Health Center to establish a co-payment amount for clients as a monthly Ability to Pay based on the State of Wisconsin Maximum Monthly Payment Schedule. Co-payments will be indicated on the client's monthly statement. Client deductibles assigned by their third party payer will also be included on the monthly statement.

DEFINITIONS:

ABC	Admissions/Billing/Collection Department
ATP	Ability To Pay
Admissions Clerk	Clerk II
Collection Clerk	Account Clerk I
DCF	Department of Children and Families
DHFS	Department of Health and Family Services
Full Cost	Client will owe full cost amount of service, no ATP amount established
Inpatient client	Client receiving services in psychiatric inpatient hospital
Outpatient client	Client receiving services in the CTP clinic
SSI	Social Security Income
Sliding Fee Scale	State of Wisconsin DHFS Maximum Monthly Payment Schedule
U/C	Unemployment Compensation

PROCEDURE:

ABILITY TO PAY DETERMINATION (monthly client co-payments)

1. INPATIENT CLIENT:

A. In order to determine the monthly ATP amount for a client that is a new admission to the hospital an initial inpatient interview is completed by the Admissions Clerk. The following information is verbally obtained:

- 1) Client's monthly gross income.
- 2) Spouse's monthly gross income.
- 3) Number of dependents in household.

B. Using the sliding fee scale as provided by the State of Wisconsin DCF, the Admissions Clerk will calculate the client's monthly ATP based on information obtained in interview.

- 1) State of Wisconsin DCF Monthly Payment Schedule (sliding fee scale) is received annually. ABC Department Supervisor reviews payment schedule and distributes copies to all ABC staff.

C. Admission Clerk will notify the client of the ATP amount during the intake interview and write the ATP amount on the Inpatient Billing Information sheet located in the client's financial chart in the Billing Department.

- 1) Admissions Clerk will review with the client that he/she should make regular monthly payments in the amount of the ATP established until the client's responsible portion of the balance due has been paid.
- 2) Client is asked to sign and date the Inpatient Billing Information sheet after Admissions Clerk has reviewed all of the form contents with the client during the intake interview.
- 3) If client refuses to sign Inpatient Billing Information form, Admissions Clerk will note this on signature line of form.
- 4) Duplicate copy of the form is given to the client.
- 5) If the client states he (she) has a legal guardian or payee, the duplicate copy of the Inpatient Billing Information sheet is mailed to the guardian or payee.

D. Admission Clerk will enter the established ATP amount on the client's patient bill number for that particular admission in the Keane billing program.

- 1) In the "accounts receivable" menu of Keane, the Admissions Clerk will choose the account update screen (option #8) and enter in client patient bill number for this particular admission.
- 2) Admissions Clerk will go to the demographic screen (option #30).
- 3) Admissions Clerk will type in the amount of monthly ATP on the ATP line in the demographic screen with the effective date.

2. OUTPATIENT CLIENT:

A. In order to determine the monthly ATP for a new client in the CTP clinic, during the intake interview completed by the Admissions Clerk questions will be asked regarding the client's income.

- 1) Client's monthly gross income.
- 2) Spouse's monthly gross income.
- 3) Number of dependents in the household.
- 4) Client will be asked to provide proof of income. Proof of income can be in the form of:
 - a. copy of paycheck stub
 - b. copy of tax return
 - c. copy of SSI check
 - d. copy of U/C check

B. Using the sliding fee scale as provided by the State of Wisconsin DCF, the Admissions Clerk will determine the client's monthly ATP based on the information provided.

C. Admissions Clerk will inform client the determined ATP amount is applicable for one year. After one year, the client will receive a letter requesting update of financial information and copies of new proof of income.

- 1) Client is informed that if the annual financial update and proof of income is not provided, the client will be placed at full cost for future services.
- 2) If client brought proof of income along to interview, the Admissions Clerk will make a photocopy.
- 3) Admissions Clerk will enter monthly ATP amount on the Keane billing program.
 - a. In the "accounts receivable" menu on Keane, the Admissions Clerk will choose the account update screen (option #8) and enter in the client patient bill number for this particular admission.
 - b. Admissions Clerk will go to client demographic screen (option #30).
 - c. Admissions Clerk will type in the amount of the monthly ATP on the ATP line in the demographic screen along with effective date
 - d. Admission Clerk will then choose option #02 for the account note screen.
 - e. Admission Clerk will hit F6 key to enter in a coded note.
 - f. Admission Clerk will enter account note stating amount of monthly ATP and the effective date.
 - g. Admission Clerk will place a "Y" next to question if note should be a "history note".

D. Admissions Clerk will inform client during the intake interview the ATP is an amount due each month the client receives services.

E. If the client has not brought proof of income, Admissions Clerk will inform client during the intake interview that he/she will be at full cost of the service until proof of income is provided.

- 1) Admissions Clerk will document in account notes section of the Keane billing program that client is at full cost until proof of income is provided.
 - a. In the "accounts receivable" menu of Keane, Admissions Clerk will choose the account update screen (option #8).
 - b. Admissions Clerk will go to account note screen (option #02).
 - c. Admissions Clerk will hit F7 key to enter a text note.
 - d. Text note will state client informed he/she will be at full cost until proof of income is provided.

F. If client fails to send provide proof of income, Admissions Clerk will make another request by a letter mailed to the client. Form letters for this are located in the Admissions Department.

- 1) Admissions Clerk will send letter to client requesting proof of income.

- a. Duplicate copy of letter will be placed in client's financial chart.
 - b. Admissions Clerk will place note on client's patient bill number stating letter sent to client requesting proof of income
 - c. In the "accounts receivable" menu in Keane, the Admissions Clerk will choose the account update screen (option #8).
 - d. Admissions Clerk will go to the account note screen (option #02).
 - e. Admissions Clerk will hit F7 key for "text note" and type in text note stating second request for proof of income sent to client.
- 2) If client fails to provide proof of income after two requests have been made, the client is placed at full cost and Admissions Clerk will enter full cost amount as ATP in the Keane billing program.
 - a. In the "accounts receivable" menu in Keane, Admissions Clerk will choose the account update screen (option #8).
 - b. Admissions Clerk will go to client demographic screen (option #30)
 - c. Admissions Clerk will type in "\$1500.00" on the ATP line with the effective date of the admission. The \$1500.00 serves as a flag to inform the Collection Clerk the account will be at full cost.
- G. If proof of income is received, using the sliding fee scale provided by the State of Wisconsin DCF the Admissions Clerk will determine the client's monthly ATP based on the information provided.
- H. Admissions Clerk will enter the established ATP amount on the client's patient bill number in the Keane billing program.
 - 1) In the "accounts receivable" menu of Keane, the Admissions Clerk will choose the account update screen.
 - 2) Admissions Clerk will go to option #30, the demographic screen
 - 3) Admissions Clerk will type in the amount of the monthly ATP on the ATP line in the demographic screen.
 - 4) Admissions Clerk will then go the "account notes" screen (option #2)
 - 5) Admissions Clerk will type in account note stating amount of ATP and the effective date
3. INSURANCE DEDUCTIBLES
 - A. If the client's third party payer insurance has applied a patient responsibility deductible amount, the deductible amount is indicated on the Remit report received from the insurance with payment.
 - B. After the amount paid by the insurance is entered and posted to the correct client patient bill number (refer to P&P # 1127 Transactions) the deductible amount remains in the account balance due.
4. MONTHLY ATP AND DEDUCTIBLES PLACED ON STATEMENT

- A. During review of the monthly statements, the Collection Clerk will determine the "Please Pay Amount" to place on the monthly statement. Collection Clerk will review client's inpatient and outpatient ATP amounts.
- 1) In the "accounts receivable" menu of Keane, the Collection Clerk will choose the "MARS" option.
 - 2) Collection Clerk will enter in one of the client's patient bill numbers and hit enter.
 - 3) Next screen is the "MARS" selection screen. Collection Clerk will enter "2", medical record number. System will then list all patient bill numbers assigned to this same medical records number.
 - 4) Collection Clerk will review the ATP amount for all of the client's patient bill numbers and place amount due on the statement in the "Please Pay Amount" section.
 - 5) If client has failed to provide proof of income required to determine ATP from sliding fee scale, Collections Clerk will include full cost of the rendered service in the "please pay amount" on the monthly statements.
- B. Collections Clerk will be responsible for follow-up on past due accounts with the balance remaining as unpaid
(see P&P #1110 Collection)
- C. When payment is received, the A/R Clerk will enter the payment onto the correct patient bill number (refer to P&P #1127 Transactions).
- 1) After the payment is posted to the account, the ATP payment received will be deducted automatically from the balance due on the client's account.
 - 2) If the client's account balance included third party payer insurance deductibles applied, the ATP payment will be deducted from the balance due which include the applied deductible.

REFERENCES: P&P # 1127 Transaction Entry
P&P # 1110 Collection

FORMS/ATTACHMENTS:

Maximum Monthly Payment Schedule for Calendar Year 2008
Inpatient Billing Information sheet



Human Services Department Policies and Procedures

Policy Title:	Filing Claims Against Estates		
Policy #:	ABC – 1109	Effective:	3/01
Division	Mental Health Center – ABC Department	Revised:	4/06; 6/08
Cross Ref. #:		Reviewed:	

PURPOSE: To ensure the proper filing of claims against estates of deceased clients.

POLICY: It is policy of Brown County Mental Health Center ABC Department to monitor the local obituary column and legal notices to verify if any current or past client is now deceased and has an outstanding balance due on their account. If there is an outstanding balance due or a balance sent to collections as a bad debt, the ABC Department will file a claim against the estate.

DEFINITIONS:

ABC Department	Admissions, Billing, Collections Department
A/R Clerk	Account Clerk I – Accounts Receivable
Collections Clerk	Account Clerk I – Collections
Keane	ABC Department billing software
MHC	Mental Health Center
SCS	State Collections Service (private collection agency)

PROCEDURE:

1. Collections Clerk will complete a search to verify if any names in obituaries are MHC clients.
 - a) Each day the Collections Clerk will print the obituary column from the local newspaper's website (<http://greenbaypressgazette.com>).
 - b) Collections Clerk will complete a search on Keane for each name indicated in the obituary column.
 - 1) In the "accounts receivable" menu the Collection Clerk will choose option #8 "account update".
 - 2) The Collections Clerk will hit the F4 key to bring up the search by name screen and type in the last name with first name initial.
 - 3) If the name appears in Keane, the Collections Clerk will place a "1" next to the name and choose option #18 "matching accounts".
 - 4) A "2" will be entered to search accounts by matching the client medical record number.

- 5) The next screen that appears will bring up all the patient bill numbers assigned to the medical record number Collection Clerk is searching.
- 6) On all patient bill numbers for this client with a remaining balance due or a bad debt balance sent to SCS, the Collection Clerk will go to option #01 "account follow-up" screen.
- 7) On the "account follow-up" screen the Collection Clerk will go to the "Account VIP Code" line, hit F4 which will bring a drop down box and Collection Clerk will choose "DECD" by placing a "1" next to it.
 - i. If there are no patient bill numbers for the deceased client with a balance due, the Collection Clerk will place the "DECD" code on the last patient bill number indicated for the client.
- 8) Also on the "account follow-up" screen, the Collection Clerk will go to the "Follow-up Date" line and type in the current date.
- 9) If there is a remaining balance due on the client's account, the Collection Clerk will place a copy of the obituary notice in the "Death Folder" maintained in the Collections department.
- 10) If no balance remains on the deceased client's account, the Collection Clerk will place a copy of the obituary notice in the client's financial folder located in the Billing Department.
- c) Collection Clerk will check the latest SCS Progress Report CD to determine if the deceased client has an outstanding bad debt balance with SCS.
 - 1) Collection Clerk receives a monthly report on CD form SCS and will keep the CD in the Collections Department.
 - 2) Collection Clerk will place the CD into the drive on her computer to view report.
 - 3) If there is an outstanding bad debt balance placed at SCS, Collection Clerk will send an email to SCS (current SCS contact name, phone number and email located in Collection Department rolodex) informing them of the account and the client's date of death and ask them to cancel the account.
 - 4) Collection Clerk will verify list of accounts received from SCS at month end.
- d) Collection Clerk will type a note on the account indicating the client is deceased and will indicate if there is a remaining spouse and if there is a balance at SCS.
 - 1) In the "accounts receivable" menu the Collections Clerk will choose option #8 "account update" and enter in the deceased client's patient bill number with a remaining balance.
 - 2) Collection Clerk will choose option #2 "account notes" and then hit the F7 key to type in a text note.
 - 3) If there is a remaining balance due at MHC, the Collection Clerk will type: Pt passed away xx/xx/xxxx. Spouse is Jane Doe. Balance is xxxxx. No balance at SCS.

- 4) If there is a remaining balance due at SCS, the Collection Clerk will type: Pt passed away xx/xx/xxxx. Spouse is Jane Doe.
Balance at SCS is xxxxx.

2. Monthly statements.

- a) If the client has a surviving spouse, the spouse is responsible for the bill. The Collection Clerk will continue to send the monthly statements to the spouse.
 - 1) If the surviving spouse makes no payments on the account, the Collection Clerk will follow collection efforts as stated in P&P #1110 Handling of Unpaid Accounts Receivable Balances (section #2 – Collection Efforts).
- b) If the client was single, the Collection Clerk will continue to send the monthly statements to the estate until we hear from next of kin or the mail is returned as un-deliverable.
- c) If no payments have been received for 6 months, and client has no estate placed in probate and no surviving spouse, the Collection Clerk will complete the following:
 - 1) Pull the obituary copy from the "Death Folder" maintained in the Collections Department and file the obituary copy in the client's financial folder located in the Billing Department.
 - 2) Turn off the statement flag in Keane so a statement is not produced each month.
 - i. In the "accounts receivable" screen, Collection Clerk will type in the patient bill number and choose option #01 "account follow-up".
 - ii. On the "statement hold" line the Collection Clerk will enter a "Y", which will hold future statements from printing.
 - 3) Make a screen print copy each patient bill number with an outstanding balance of the deceased client's account.
 - 4) Screen print of the balance due will be forwarded to ABC Department Supervisor for approval to be written off as the client is deceased with no estate.
 - 5) ABC Department Supervisor will forward approval to A/R Clerk for completion of write off transaction to be entered into Keane.
 - 6) Collection Clerk will place a note on the client's account.
 - i. Collection Clerk will choose option #8 "Account Update" in the A/R menu of the Keane program.
 - ii. Collection Clerk will enter in the client's account number and enter in option 02 "account notes".
 - iii. Collection Clerk will hit F7 to create a new text note.
 - iv. Collection Clerk will type note something to the effect as "Client is deceased, no spouse, no estate, balance to be w/o" and hit enter.

3. When the "legal notices" are printed in the local newspaper (Green Bay Press Gazette), the Collection Clerk will complete a search in Keane on each name listed as a probate claim to determine if any estates in probate involve an account with a balance due at MHC or a bad debt placed at SCS.

- a) The MHC switchboard operator will copy the "legal notices" section when printed in the local newspaper (Green Bay Press Gazette) and forward the copy to the Collections Clerk.
 - b) The Collection Clerk will complete a search on Keane for each name indicated in the Probate and Estates to determine if payment can be captured on an estate with a remaining balance at MHC by filing a claim against the estate.
 - 1) In the "accounts receivable" menu the Collection Clerk will choose option #8 "account update".
 - 2) The Collections Clerk will hit the F4 key to bring up the search by name screen and type in the last name with first name initial.
 - 3) If the name appears in Keane, the Collections Clerk will place a "1" next to the name and choose option #18 "matching accounts".
 - 4) A "2" will be entered to search accounts by matching the client medical record number.
 - 5) The next screen that appears will bring up all the patient bill numbers assigned to the medical record number Collection Clerk is searching.
 - 6) If the client has a balance due on any patient bill numbers, the Collection Clerk will complete an *Claim Against Estate* form.
 - 7) The Collection Clerk will check the latest SCS Progress Report CD to determine if the estate in probate has an outstanding bad debt balance placed at SCS.
 - i. Collection Clerk receives a monthly report on CD form SCS and will keep the CD in the Collections Department.
 - ii. Collection Clerk will place the CD into the drive on her computer to view report.
4. Filing a claim against an estate.
- a) Collection Clerk will complete a *Claim Against Estate* form. Forms are located in the Collections Department.
 - b) Collection Clerk will include a copy of the itemized bill with the completed *Estate Claim* form.
 - 1) In the "accounts receivable" menu the Collection Clerk will choose option #8 "account update".
 - 2) The Collection Clerk will enter in the patient bill number that has a remaining balance and choose option #10 "demand bill".
 - 3) The Collection Clerk will place a "Y" on the "forms to print" detail line and hit enter. An itemized bill will print.
 - 4) Collection Clerk will then go to option #05 "transactions screen".
 - 5) Collection Clerk will cut and paste a copy of payments received onto the itemized bill.
 - c) Collection Clerk will have a Notary Public sign and stamp the *Claim Against Estate* form.
 Note: ABC Department Supervisor and HIM Department Clerk I are Notary Publics.
 - d) Collection Clerk will make two copies of the *Estate Claim* form and itemized bill.

- e) A copy of the *Claim Against Estate* form and copy of the itemized bill will be placed in the "Estate Binder" located in the collections Department.
 - f) The Collection Clerk will forward the original *Estate Claim* and itemized bill and a copy of the *Claim Against Estate* form and itemized bill to James Queff, Probate Register
 - g) The Collection Clerk will place a note on the account in Keane indicating a claim has been filed against the estate. (refer to 2c above on placing a note on the account in Keane)
 - h) The Collection Clerk will turn off the statement flag in Keane so a statement is not produced each month.
 - 1) In the "accounts receivable" screen, Collection Clerk will type in the patient bill number and choose option #01 "account follow-up".
 - 2) On the "statement hold" line, the Collection Clerk will enter a "y", which will hold future statements from printing.
 - i) Probate allows up to 18 months for an estate to become settled. Collection Clerk will contact the Clerk of Courts office's clerical staff periodically to obtain status of the estate. Collection Clerk will type an account note on the patient bill number in regards to the status of the account. (refer to 2c above on placing a note on the account in Keane)
 - j) If the account was a bad debt placed with SCS, the Collection Clerk will contact SCS by email (SCS current contact name, phone number and email address located in Collection Department rolodex) to cancel account as it has been placed with Probate.
 - 1) Collection Clerk will check Keane program to determine if the account was placed as bad debt by choosing option #8 "Account Update" in the A/R menu of Keane.
 - 2) Collection Clerk will enter in the client's account number and type in option 18 "matching account record search".
 - 3) Next screen to appear will ask for the type of search criteria and the Collection Clerk will enter 2 "medical record" to have a search for all the client's account based on their medical record number.
 - 4) Collection Clerk will hit enter and all of the client's patient bill numbers will be listed.
 - 5) If the account has charges for services placed as bad debt, a "B" will be indicated next to the patient bill number.
5. Account canceled by SCS due to death of client.
- a) When the Collection Clerk receives notice from SCS that an account has been canceled due to the client's death, the clerk will look up on the Social Security Death Index website to obtain notice of client's death.
<http://ssdi.rootsweb.ancestry.com/cgi-bin/ssdi.cgi>
 - b) If Collection Clerk is unable to find death notice on the Social Security Death Index website, clerk will email SCS to obtain verification of death (SCS current contact name, phone number and email address located in Collection Department rolodex).

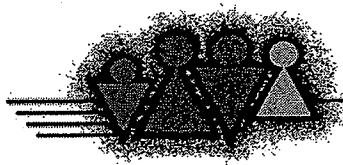
- c) After notice of death is received, the Collection Clerk will proceed with above steps on filing a claim on the estate.
- 6. Settlement of the estate
 - a) When the estate is settled, the Collection Clerk will receive a notice from the estate attorney. The Settlement notice needs to be signed and returned to the estate attorney.
 - 1) Collection Clerk will have the ABC Department Supervisor sign the settlement notice.
 - b) Payment received on the settlement of the estate will be posted to the account by the A/R Clerk using transaction code 195 "ATP Payment". (refer to P&P #1127 Transactions)
 - c) Collection Clerk will complete the *Estate Received* form. Forms are located in the Collections Department.
 - d) Collection Clerk will make a copy of the completed *Estate Received* form and place it with the *Claim Against Estate* form located in the Estate Binder in the Collections Department.
 - e) Collection Clerk will mail the original completed *Estate Received* form to the Probate Office.
 - f) A/R Clerk will post the payment received to the account using transaction code 195 "ATP Payment". (refer to P&P #1127 Transactions)
 - g) After payment received has been posted to the account, the Collection Clerk will review the account for any remaining balance that would need to be written off.
 - h) A screen print of the accounts remaining balance will be forwarded to the A/R Clerk.
 - i) A/R Clerk will use transaction code 635 "small balance write off" to post the write off of the remaining balance. (refer to P&P #1127 Transactions)

REFERENCES:

P&P #1110 Handling of Unpaid Accounts Receivable Balances
P&P #1127 Transactions

FORMS/ATTACHMENTS:

"Claim Against Estate" form
"Estate Received" form



Human Services Department Policies and Procedures

Policy Title:	Collection		
Policy #:	ABC - 1110	Effective:	
Division	Mental Health Center - ABC Department	Revised:	10/04; 6/08
Cross Ref. #:		Reviewed:	

PURPOSE: To ensure effort is made in collecting of unpaid account balances and bad debt accounts are referred to private collection agency.

POLICY: It is the policy of the Brown County Mental Health Center to work with unpaid account balances in a consistent and reasonable process. Guidelines are established to give proper notification on past due accounts prior to sending the account to collections as a bad debt.

DEFINITIONS:

AR Clerk	Account Clerk I
ATP	Ability To Pay
Admissions Clerk	Clerk III or Clerk II
Billing Clerk	Clerk II (other county billing)
Collections Clerk	Account Clerk I
MARS	Matching Account Record Search
SCS	State Collection Agency (private collection agency)

PROCEDURE:

1. Upon admission to the facility to receive either inpatient, hospital outpatient or clinic services, clients are interviewed by an Admissions Clerk to obtain insurance and financial information. (Reference P&P #1112 Inpatient Admissions Intake Process)

Admissions Clerk will obtain client and/or payee signatures on required releases in order to bill all possible funding sources for the individual. Applicable ATP amounts are assigned to client and the Admissions Clerk will explain the monthly ATP required payment to the client during the intake interview.

- A. Admission Clerk will ask client for total household gross monthly income and number of household dependents.
- B. Clinic and hospital outpatient clients are to submit copy of "proof of income" (paycheck stub, tax return, social security check, etc) to the Admissions Department and total number of household dependents.

C. Utilizing the State of Wisconsin DHFS *Monthly Payment Schedule*, the Admission Clerk will look up the gross monthly income, follow column across to the number of dependents in the household and will obtain the monthly ATP amount for client.

- 1) ABC Supervisor receives *Monthly Payment Schedule* annually from the State of Wisconsin DHFS. ABC Supervisor reviews schedule and distributes copies to all ABC Department staff.

2. Billing of account balances

A. Third Party Payers

- 1) Third party payers include, Medical Assistance, Medicare, MA HMOs, commercial insurances and Other Counties.
- 2) Medical Assistance, Medicare, MA HMOs and commercial insurance are billed by the billing department account clerks per the payer's contract guidelines and funds are collected from the appropriate payer.

B. Contractual Allowances and Adjustments

Due to Medical Assistance, Medicare and other government fee schedules and managed care contracts, there are some payments received on client accounts that will include amounts that will be allowed write-offs and/or discounts to be in compliance with payer contracted agreements and established payer fee schedules (Medical Assistance and Medicare payer fee schedules can be viewed via payer's websites)

- 1) A/R Clerk will review the third party payer remit report for allowances and discounts.
 - i. Remits are forwarded to A/R Clerk for inpatient hospital, outpatient hospital, clinic, and nursing home from Clerks that open, sort, and date stamp mail.
 - ii. Remits are forwarded to A/R Clerk for CCS, Case Management, CSP, and Personal Care from Human Services Clerk at Sophie Beaumont Building who received these remits via mail.
- 2) Through the batch transaction entry, the A/R Clerk will post to the correct patient bill number the amount of the allowance or discount using the correct transaction code. (see P&P # 1127 Transaction entry)

C. Other County Clients

- 1) When a client's balance due is the responsibility of a County other than Brown County, the appropriate unpaid portion, after all third party payers remitted amounts have been posted to the account, is billed to that County. (see P&P #1117 Other County Billing)
- 2) The first week of the month, the Billing Clerk will print the queried report for Other County billing.
 - a. In the main menu of the Keane billing system, Billing Clerk will choose option # 13 "BCHS Queries Menu".
 - b. Billing Clerk will then choose option #2 "Other County Collection Status/Discharge Date". This will produce a report indicating all Other County clients discharged in the prior month.

- 3) Following P&P #1117 "Other County Billing", the Billing Clerk will review each discharge from report and place the unpaid balance on either Part C or Part D of the other county bill.

D. Private Pay (Self pay accounts)

- 1) Monthly ATP amounts, insurance co-pays and discount amounts and full cost accounts are the client's responsibility.
- 2) Unpaid patient responsible amounts are placed on the monthly statements to the client.
 - a. Monthly statements are printed from the Keane billing system.
 - i. ABC Department Supervisor will enter Keane system screen #3 "system definition".
 - ii. ABC Department Supervisor will choose option #7 "statement menu".
 - iii. ABC Department Supervisor will choose option #11 "guarantor statements".
 - b. After statements are printed, the Collection Clerk will review each statement to the client's account in the Keane billing system to verify and/or correct "balance due" indicated on the statement.
 - i. Collection Clerk will enter the option #2 "A/R menu" on the Keane billing system and choose option #18 "MARS".
 - ii. Collection Clerk will review patient bill numbers with remaining unpaid balances which are client's responsibility.
 - iii. If total "balance due" on statement does not equal account balance due on Keane billing system, the Collection Clerk will correct the statement.

3. Remaining Unpaid Balances

A. Collection Efforts

- 1) If no payment has been received and posted to an account after two monthly statements have been processed and sent, the Collections Clerk will proceed with the following collection steps:
 - 2nd statement – no payment activity posted, Collection Letter #1 sent (purple letter) and statement is stamped "Past Due"
 - 3rd statement – no payment activity posted, Final Notice sent (red letter)
 - 5th statement – no payment activity posted, account is sent to collection as bad debt(Collection letter templates are located in Microsoft Word on the Billing Department shared drive under document folder "collection letters")
- 2) Final notice (red letter) states the client has 10 days to either send payment or contact us to make payment arrangements. After 5th statement is processed, if payment or client contact is not received on unpaid account that received the Final Notice, the account is turned over to a SCS, a private collection agency.

B. Bankruptcies

- 1) The remaining account balance is written off per P&P #1104 Bankruptcy Notification

C. Request for fee reduction

- 1) Requests for fee reductions and possible write off of balance due are handled per P&P #1128 "Account Balance Write Off".

D. Institutionalization of Client

- 1) In cases of long-term institutionalization where we know the client does not or will not have funds to reimburse Brown County, the entire balance is written off with the approval of the ABC Supervisor or MHC Accountant Manager.
 - a) Refer to P&P #1128 "Account Balance Write Off" on amount limitation guidelines and approval process.
- 2) In cases of long-term incarceration where we know the client does not or will not have funds to reimburse Brown County, the entire balance is written off with the approval of the ABC Supervisor or MHC Accountant Manager.
 - a) Refer to P&P #1128 "Account Balance Write Off" on amount limitation guidelines and approval process.
- 3) An account note will be placed on the account in the Keane billing program indicating the client is institutionalized or incarcerated for long-term and unable to pay unpaid amount on account.
 - a) On the "accounts receivable" menu, choose option #8 "account update".
 - b) Enter in the patient bill number.
 - c) Choose option "02" for account notes.
 - d) Hit F7 key to create a new text note. Type note and hit enter.

E. Request for Fee Reduction

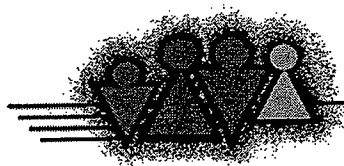
- 1) Clients with a remaining balance on self pay accounts may complete a "Request for Fee Reduction" form if they are unable to pay the full balance or the assigned ATP amount. Please refer to P&P #1128 "Account Balance Write Off".

REFERENCES:

P&P #1104 Bankruptcy Notification
P&P #1112 Inpatient Admissions Intake Process
P&P #1117 Other County Billing
P&P #1127 Transaction Entry
P&P #ADM-880 Determination of Monthly Fee for Outpatient Services
Wisconsin Administrative Code

FORMS/ATTACHMENTS:

Collection Letter #1
Collection Letter #2
Collection Letter #3



Human Services Department

Mark Quam, Executive Director
111 N. Jefferson Street, Green Bay, WI 54301
Phone: (920) 448-6001, Fax: (920) 448-6126

(date) _____

Hello:

We show a balance on your account with the Brown County Mental Health Center. It is very important that all past due payments be made at this time.

If payment is not received by **(enter date 1 month from statement date)** _____ your account may be sent to our collection agency. Because this could affect your ability to obtain credit at a later date, it is to your advantage to pay the account in full.

Arrangements can still be made on this account but must be made now. Please contact our office at (920) 391-4745 to make a payment schedule or to inquire if you qualify for a reduction in your outstanding balance or monthly payment amount.

Sincerely,

Mary
Collections
Brown County Mental Health Center

This is collection letter #1 that is printed on purple paper and will be sent with statement #4 when there has been no payment activity posted to the account. Statement will also be stamped "Past Due".



Human Services Department

Mark Quam, Executive Director
111 N. Jefferson Street
Green Bay, WI 54301

FINAL NOTICE

(date) _____

Hello:

Normally, at this time, because your account is long past due, this account would be placed with a collection agency. However, we would prefer to hear from you regarding your preference in this matter. Please indicate your choice.

- ☐ 1. I would prefer to settle this account. Payment in full is enclosed.
- ☐ 2. I would like to make monthly payments of \$_____ until this account is paid. (Payment enclosed.)
- ☐ 3. I would prefer that you transfer this account to a collection agency for enforcement of collections. **(Failure to return this letter within 10 days may result in this action.)**

Signed: _____ Date: _____

Print Name: _____ Birthdate: _____

If you have chosen the monthly payment plan, we will expect monthly payments. If one payment is missed, this account may be turned over to the collection agency without further notice.

Please do not hesitate to call (920) 391-4745 if you have any questions regarding this matter.

Sincerely,
Mary
Collections
Brown County Mental Health Center

This is collection letter #2 printed on red paper and sent with statement #3 where no payment activity has been posted. Statement is stamped "Past Due"



Human Services Department Policies and Procedures

Policy Title:	Other County Billing		
Policy #:	ABC - 1117	Effective:	3/93
Division	Mental Health Center - ABC Department	Revised:	2/06; 6/08
Cross Ref. #:		Reviewed:	

PURPOSE: To establish guidelines in calculating and producing statements for the responsible county liability on inpatient admits and in/out in a day admissions to the psychiatric hospital initiated by a county other than Brown County.

POLICY: It is the policy of the Brown County Mental Health Center to ensure proper handling and calculation of county liability for inpatient and in/out in a day psychiatric hospital admissions initiated by a county other than Brown County. Itemized statements with the current liability due and the potential liability are completed and mailed to responsible other counties on a monthly basis.

DEFINITIONS

A/R Clerk	Account Clerk I performing accounts receivable duties
Billing Clerk	Clerk II performing other county billing duties
Part C	Other county liability due on itemized statement
Part D	Other county potential liability due on itemized statement
MHC	Brown County Mental Health Center
Other County	County other than Brown County responsible for initiating admission

PROCEDURE:

1. Other County Liability
 - a) The Brown County Human Services Contract Department maintains contracts with other counties.
 - b) Other counties are responsible for room & board charges, professional fees, intensive care 1:1 charges and transportation charges initiated by the other county admission.
2. Determination of Other County Liability
 - a) ABC Department sends claims on charges for services received by other county clients to potential third party payer as first responsible payer.
 - b) Third party payments received are deducted from total amount due by the responsible county.

- c) If payment is received from the client prior to the inclusion of charges on other county statement, the amount received will be deducted from the total amount due by the responsible county.
- d) If payment is received from the client after the account has been paid in full by the responsible county:
 - 1) Payment will be entered as a transaction on the client account (refer to P&P #1127 Transaction Entry)
 - 2) A credit balance will occur with the entry of the payment.
 - 3) Credit balance will be directly refunded to the responsible county up to the amount paid by the other county (refer to P&P #1108 Credit Balance Report).
 - i. A/R Clerk will notify Other County Billing Clerk of credit balance.
 - ii. Billing Clerk will initiate refund form and forward refund form to ABC Department Supervisor for approval. (Blank refund forms are located in the A/R Department and the Billing Department)
 - iii. ABC Department Supervisor verifies the payment and credit balance on the client's account in the Keane system in the A/R menu choosing option #8 "account update". After verifying the credit balance, the ABC Department Supervisor approves the refund form and forwards the refund form to A/R Clerk.
 - iv. A/R Clerk will enter the refund transaction onto the client's account (refer to P&P #1127 Transaction Entry) and forwards the refund form duplicate copy (yellow copy) to A/P for a refund check to be written.
 - 4) Payments received from a client after payment in full was received from third-party payer, excluding other county, the amount will be refunded to the client. (refer to P&P #1108 Credit Balance Report).
 - i. A/R Clerk will initiate refund form and forward refund form to ABC Department Supervisor for approval. (Blank refund forms are located in the A/R Department and the Billing Department)
 - ii. ABC Department Supervisor verifies the third party payer payment and the client's payment on the account in the Keane system in the A/R menu choosing option #8 "account update". After verifying the payments, the ABC Department Supervisor approves the refund form and forwards the refund form to A/R Clerk.
 - iii. A/R Clerk will enter the refund transaction onto the client's account (refer to P&P #1127 Transaction Entry) and forwards the refund form duplicate copy (yellow copy) to A/P for a refund check to be written.
- e) When a responsible county pays for an account in full, up to the extent of their contractual liability, then that county can deem owning the client receivable and proceed with any collection effort it desires.
- f) If responsible county overpays the account liability, the A/R Clerk will process the overpayment by directly refunding the responsible county (refer to P&P #1108 Credit Balance Report).

3. Preparing Other County Billing

a) Other county billing statements

- 1) Statements are processed on a monthly basis
- 2) Statements are prepared using a Microsoft Excel spreadsheet template located on the "billing" department shared drive in Excel titled "county". There are two worksheets created for each county, one indicating liability due, the other indicating potential liability. Worksheets are named by the counties.
- 3) Statements are generated for each contracted other county. The previous month's billing is carried forward and used to build the current month's statement.
- 4) Other county itemized statements consist of 2 parts
 - i. Part C: Amount due by the responsible county on self pay accounts after third party payments and allowances have been received and applied to the account. Also known as Liability Due
 - ii. Part D: The responsible county's potential liability on each account prior to Brown County receiving third party payments and allowances. Also known as Potential Liability

b) Billing Clerk will review prior month's statement for each other county.

- 1) Billing Clerk will look up in the Keane billing system each patient bill number listed on prior month's other county statement Part C (Liability Due) to review if current balance is zero and patient bill number can be removed from Part C of the statement.
 - i. In the "accounts receivable" menu, Billing Clerk will choose option #8 "account update".
 - ii. Billing Clerk will enter in the patient bill number and choose option #05 "transactions".
 - iii. If balance due amount is zero, Billing Clerk will remove this patient bill number from the current month's statement.
- 2) Billing Clerk will look up in the Keane billing system each patient bill number listed on prior month's other county statement Part D (Potential Liability) to review if all third party payments have been received and the balance due is the other county's responsibility. The verified balance due is moved to the Part C of current month's statement.
 - i. In the "accounts receivable" menu, Billing Clerk will choose option #8 "account update".
 - ii. Billing Clerk will enter in the patient bill number and choose option #31 "payers" screen.
 - iii. A "P" indicated next to the third party payer signifies payments from the third party payer have been received and posted to the patient bill number.
 - iv. Billing Clerk will also review the "revenue" code indicated on the payer screen. A "coun" in the revenue code signifies the balance due on the patient bill number is the other county's responsibility.

- v. If a balance remains due on the account flagged with revenue code "coun", the patient bill number is removed from the Part D section of the other county statement and placed on the Part C section.
 - vi. Medical Assistance payments are considered "Payment in Full". Co-payments applied by Medical Assistance (as indicated on the Medical Assistance Remit/Status report received with the payment) will be placed on Part C as a liability due from the other county.
- c) Billing Clerk will print queried reports off the Keane billing system by admit date and discharge date.
- 1) Queries for reports are standardized and saved on the Keane billing system menu.
 - 2) Billing Clerk will choose option #13 "BCHS Queries Menu".
 - 3) Billing Clerk will choose option #1 "CountyCollectionsStatusCd/AdmitDt". Selected records screen of the query will appear on the screen.
 - 4) Billing Clerk will change date range to prior month beginning and ending date, press enter and report will print with prior month's other county admissions.
 - 5) Billing Clerk will choose option #2 "CntyCollectionsStatusCd/DschgDt". Selected records screen of the query will appear on the screen.
 - 6) Billing Clerk will change date range to prior month beginning and ending date, press enter and report will print with prior month's other county discharges.
- d) Billing Clerk will calculate, process and send itemized current month statements to responsible other counties.
- 1) Utilizing the printed query reports from the Keane billing system, the Billing Clerk will review all new accounts discharged during the prior month.
 - 2) If the account has a third party payer, Billing Clerk will place the account on the Excel statement on Part D as a potential liability to the other county with the following information:
 - i. Client name
 - ii. Client patient bill number
 - iii. Third party payer (Medicaid; Medicare; Insurance; or HMO)
 - iv. Total charges
 - v. Potential Liability Amount
 - vi. Admit and Discharge dates
 - 3) If the account is the other county responsibility with the revenue code flagged as "coun", Billing Clerk will place the account on the Excel statement on Part C as a current liability due from the other county.
 - i. Client name
 - ii. Client patient bill number
 - iii. Admit and Discharge dates
 - iv. Total charges

- v. Amount due
 - vi. Total of all patient bill amounts due is indicated at bottom of statement
4. Special Circumstances
- a) Two counties share responsibility of the admission
 - 1) If two counties share the responsibility of the admission, the Billing Clerk will calculate the charges by dates of services coinciding with each county's responsibility.
 - 2) When generating other county billing, Billing Clerk will review the account notes of each patient bill number to determine if responsibility of the admission is shared by more than one county.
 - i. In the "accounts receivable" menu, billing Clerk will choose option #8 "account update".
 - ii. Billing Clerk will enter in the patient bill number and choose option #02 "account notes".
 - 3) Billing Clerk is responsible to forward a copy of the other county statements to the A/R Clerk to utilize when posting payments that are received.
 - 4) Billing Clerk will file in the Billing Department Office a copy of all other county monthly statements along with copy of queried reports used to calculate statements.
 - b) Other county placements
 - 1) If a client admitted is an other county client, but has placement in Brown County and has an EM-1 admission to the MHC, Brown County is responsible for the first 72 hours. County of residence is responsible for remaining portion of the admission.
 - i. Nursing Assessment will indicate county of residence and indicate which county law enforcement accompanied client.
 - ii. Out of county clients placed in Brown County should have an "Inter-County" agreement assigned for admissions to the MHC.
 - iii. Copy of "Inter-County" agreement regarding out of county client placement in Brown County and the county's responsibility is located in client's financial folder.
 - iv. If copy of "Inter-County" agreement is not located in client's financial file, Billing Clerk will verify county's responsibility with Social Services Manager.
 - 2) If the client is a Commitment (Chapter 51) or Protective Placement (Chapter 55), typically the county of residence will establish an "Inter-County Agreement" contract. The agreement states that if the client needs inpatient psychiatric services, the client is to be brought to the MHC and the county of residence agrees to be responsible for the entire stay. The Billing Clerk will check the medical chart or with the Social Worker Manager to see if such an agreement is in effect.
 - i. It will be noted in the "accounts notes" if there is an inter-county agreement in effect.

- ii. If a copy of the inter-county agreement was given to the ABC Department, copy will be placed in the client's financial folder located in the Billing Department.
 - iii. On new admissions of other county client with placement in Brown County, Billing Clerk will contact the Social Services Manager to obtain information if an inter-county agreement exists.
- 5. Posting other county transactions.
 - a) The A/R Clerk will enter and post the other county payments to individual client accounts (refer to P&P #1127 Transaction Entry).
 - b) The A/R Clerk will use transaction code 180 (Other County Payment) to post payments for room & board charges; intensive care 1:1 charges; and professional fees.
 - c) The A/R Clerk will use post payments for transportation charges to Miscellaneous Cash.
 - d) The A/R Clerk will enter and post other county refunds to individual client accounts (refer to P&P #1127 Transaction Entry and #1108 Credit Balance Report).

REFERENCES:

P&P 1127 Transaction Entry

P&P 1108 Credit Balance Report

FORMS/ATTACHMENTS:

Sample Other County Billing Statement



Human Services Department Policies and Procedures

Policy Title:	Account Balance Write Off		
Policy #:	ABC - 1128	Effective:	8/08
Division	Mental Health Center – ABC Department	Revised:	
Cross Ref. #:		Reviewed:	

PURPOSE: To establish guidelines and limitations for the writing off of unpaid client account balances.

POLICY: It is policy of the Brown County Mental Health Center to consistently and fairly determine uncollectible balances per established guidelines. The uncollectible account balances are written off the individual accounts and are recorded in the general ledger as an allowance of bad debt.

DEFINITIONS:

ABC	Admissions, Billing, Collections Department
ABN	Advanced Beneficiary Notice
A/R Clerk	Account Clerk I in Accounts Receivable Department
ATP	Ability To Pay
Billing Clerk	Account Clerk I in Billing Department
Collection Clerk	Account Clerk I in Collections Department
G/L	General Ledger
SCS	State Collection Services
U/C	Unemployment Compensation
Write Off	Dollar amount account balance is reduced by

PROCEDURE:

1. Routine and Nondiscretionary Write Offs

A. Medicare uncovered services with no ABN signed

Per Medicare regulations, if the service provided is uncovered by Medicare, the client must receive and sign an ABN notification *prior* to receiving the service. If ABN was not presented and signed by the client, the liability due for the service is mandated to be written off and can not be billed to the client.

If the client receiving the service is a Medicare recipient and the service is uncovered by Medicare, the Human Services individual provider is responsible in

obtaining the client's signature on an ABN. The provider should forward the signed ABN to the Billing Department.

If an ABN is not signed before the service is provided, the client can not be charged for the service and the charges must be written off.

- 1) The Billing Clerk will enter a note "No ABN signed" in the Keane billing program on the proper date of service using option #8 "Account Update" in the A/R menu and going to option #2 "account notes".
- 2) Billing Clerk will make a screen print of the account note and forward to the ABC supervisor for approval to complete the write off transaction.
- 3) Approved write off is forwarded to the A/R Clerk for transaction entry on to the account. Refer to P&P #1127 "Transactions".

B. Bankruptcy

Unpaid balances with dates of services included in the date range on the "Discharge of Debt" notice received are mandated to be written off the client's account.

- 1) Refer to P&P #1104 "Bankruptcy Notification".

C. Death

Upon death of a client with no surviving spouse and no estate, the unpaid balance due on the account will be written off.

- 1) Collection Clerk will receive a notification of the client's death
 - a) Collection Clerk reviews the local newspaper's obituary column for consumer names. If a copy of the death certificate is not received, the Collection Clerk will access the Social Security Death Index to verify death.
<http://ssdi.rootsweb.ancestry.com/cgi-bin/ssdi.cgi>
 - b) Copy of death certificate received from family, payee or guardian.
 - c) SCS collection agency will notify Collection Clerk of a client's death. Collection Clerk will ask SCS to send verification.
- 2) The Collection Clerk will enter a note "Client expired, no spouse, no estate" in the Keane billing program on the proper date of service using option #8 "Account Update" in the A/R menu and going to option #2 "account notes".
- 3) Collection Clerk will forward copy of death notice with the amount of unpaid balance due to ABC Supervisor for write off approval.
- 4) Approved write off is forwarded to the A/R Clerk for transaction entry on to the account. Refer to P&P #1127 "Transactions".
- 5) Write off dollar limitations for ABC Supervisor do not apply as balance must be written off if there is no estate or no spouse.

D. Long-term Institutionalization and Long-term Incarceration (more than 1 year)

In cases of long-term institutionalization and long-term incarceration where we know the client does not or will not have funds to reimburse Brown County, the remaining unpaid balance will be written off.

- 1) Refer to P&P #1110 "Collection".

E. Too Late To Bill

Per Medical Assistance and commercial insurance contracts, claims with date of service over 1 year old are un-payable. These amounts are to be written off. Per Medicare contract, claims with date of service over 15 months old are un-payable. These amounts are to be written off. There are occasions due to clerical error or problems getting a claim to process through correctly that the deadlines for filing are missed. If this occurs, the amounts need to be written off.

F. Clerical Error

If a denial for payment on a claim is received due to a clerical error on the claim and the claim can not be re-billed, the unpaid amount will be written off.

G. Charges in excess of ATP amount is assigned

Hospital and clinic outpatient clients are assigned a monthly ATP amount based on their income in accordance with the sliding fee scale mandated by the State of Wisconsin. Charges in excess of the client's assigned ATP are to be written off.

2. Discretionary Write Offs

A. Client Request for Fee Reduction

- 1) Clients may request for a fee reduction on the unpaid balance of their account or request a reduction on their monthly assigned ATP amount.
- 2) Collection Clerk will forward request form and instructions to the client upon request.
- 3) Clients are to complete and submit the "Request for Fee Reduction" form and provide proof of income (paycheck stub; copy of tax return; copy of SSI check; copy of U/C check) to the Collection Clerk. Collection Clerk will forward all documents to the ABC Department Supervisor.
- 4) On the request form, the client is to indicate hardship reason for which he (she) is unable to make monthly payment.
- 5) Clients are asked to indicate either a monthly ATP amount they would be able to pay or a payment in full amount that they feel they can commit to.
- 6) If expenditures are deemed unreasonable, additional proof of monthly expenses claimed on reduction request will be requested..
- 7) Fee reduction request is reviewed by ABC Supervisor with the following considerations:
 - a) The reasonableness of the offered payment amount or requested write off amount
 - b) Offered payment is reviewed in terms of the client's income vs expenses.
 - c) Payment history of the account is reviewed.
 - d) ATP/sliding scale calculation and repayment timeline.
- 8) ABC Supervisor or Collection Clerk will send client a notification letter indicating the request outcome and a copy of the letter will be placed in the client's financial folder.
- 9) ABC Supervisor or Collection Clerk will type a note on the account in the Keane billing program indicating the request outcome and the amount to be written off using option #8 "Account Update" in the A/R menu and going to option #2 "account notes".

- 10) ABC Supervisor will forward a copy of the write off approval to the A/R Clerk for write off transaction to be completed (refer to P&P #1127 "Transactions").

B. Doctor/Therapist Request for Fee Reduction

- 1) Per the Wisconsin Administrative Code, Chapter HFS 1 "Uniform Fee" HFS1.01 (7):

"EXEMPTION FROM LIABILITY. If it is determined in the case of a particular family that the accomplishment of the purpose of a service would be significantly impaired by the imposition of liability, the accrual of liability during a period not to exceed 90 days may be voided in whole or in part by the appropriate payment approval authority. If the need to avoid imposition of liability continues, a further cancellation may be granted."

- a) The physician and/or therapist can request an exemption of the fee for a client if the service is deemed necessary and the client is unable to pay the fee.
- b) Exemption may be for inpatient services; AODA services; and/or CTP Outpatient services.
- c) Fee exemption is not to exceed 90 days.
- d) Request is reviewed by the ABC Supervisor.
- e) Fee exemption is noted on the client's account in the Keane billing program by the ABC Supervisor by using option #8 "Account Update" in the A/R menu and going to option #2 "account notes".
- f) The Outpatient Admissions Clerk will notify the client by letter as to the decision of granting a Fee Exemption for a period of 90 days.
- g) Fee exemption cases will be reviewed by the ABC Supervisor every 90 days. If there is a question regarding the exemption, the Inpatient Services Manager; AODA Manager; or CTP Manager will be involved.
- h) ABC Supervisor will forward write off approval on charges for services provided to A/R Clerk to complete write off transactions (refer to P&P #1127 "Transactions").

3. Write Off Limitations and Reviews

- A. Maximum allowable write off limitation for ABC Supervisor is \$7500.
- B. Write offs in amounts over \$7500 will be forwarded to the Budget/Finance Manager for approval.
- C. If the Budget/Finance Manager is unavailable, request for write off's over \$7500 will be forwarded to the Hospital & Nursing Home Administrator for approval.
- D. The Accountant Manager will record the correct G/L monthly entry to move the write off amounts from accounts receivable to the allowance for bad debt.
 - 1) Accountant Manager will review write off transaction batches monthly to determine total amount for G/L entry.
- E. Budget/Finance Manager will review write off batch transactions on a monthly basis.

REFERENCES:

P&P #1104 Bankruptcy Notification

P&P #1127 Transactions

Wisconsin Administrative Code

FORMS/ATTACHMENTS: None



Human Services Department Policies and Procedures

Policy Title:	Bad Debt – Placed at Collection Agency		
Policy #:	ABC - 1130	Effective:	9/08
Division	Mental Health Center – ABC Department	Revised:	9/08
Cross Ref. #:		Reviewed:	

PURPOSE: To establish procedures for referring private (self) pay past due account balances to a private collection agency.

POLICY: It is the policy of the Brown County Mental Health Center to place delinquent private (self) pay past due unpaid account balances with a private collection agency as bad debt accounts after all collection attempts pursued by Brown County staff have been exhausted.

DEFINITIONS:

ABC Supervisor	Admissions, Billing, Collections Department Supervisor
A/R	Accounts Receivable
A/R Clerk	Account Clerk I in Accounts Receivables
Collection Clerk	Account Clerk I in Collections
EOD	End of Day
MHC	Mental Health Center
PO	Purchase Order
SCS	State Collection Services (Private Collection Agency)
TRIP	Tax Refund Intercept Program

PROCEDURE:

After all collection efforts have been exhausted by the Collection Clerk (refer to P&P #1110 Collection), the unpaid account is considered bad debt and will be placed with SCS, a private collection agency.

1. FLAGGING AN ACCOUNT AS PRE-BAD DEBT

After monthly statements have been reviewed and corrected, the Collection Clerk will complete the steps to flag unpaid past due account balances as pre-bad debt in the Keane system to prepare the account for placement with collection agency.

- On the Keane A/R menu, the Collection Clerk will select option #8 "account update".
- Collection Clerk will enter the clients last and first initial and then choose the correct client from the name list by entering a "1" next to the client's name.

- C. Collection Clerk will enter option #18 "matching account records search" and search by option #2 "medical record number". This option will list all bill numbers assigned to this particular client.
- D. Collection Clerk will choose option #31 "payor information" next to each patient bill number assigned to a past due unpaid balance that is to be placed with SCS for collection.
- E. On the payor information screen the Collection Clerk will change the "financial class" indicated on the screen by typing "coll" and change the "override" indicated on the screen by typing "Y". Collection Clerk will then hit the "enter" key.

2. PLACING BAD DEBT ACCOUNTS WITH SCS

After all past due unpaid accounts have been placed as pre-bad debt in the Keane system, the Collection Clerk will complete the process of placing the account as a bad debt with the private collection agency.

- A. On the Keane A/R menu the Collection Clerk will choose option #21 "Bad Debt Prelist" and a report will print which indicates all accounts flagged as pre-bad debt.
- B. Collection Clerk will go to the print queue by selecting the F10 key. On the print queue the Collection Clerk will delete the "print spools" indicated on the screen by placing a "4" next to the print spool and hitting enter.
- C. Collection Clerk will wait until the (software required) 2 days EOD processes to run in the Keane system.
- D. After 2 days, in the Keane A/R menu the Collection Clerk will select option #22 "Bad Debt Update" and hit the enter key.
- E. A Bad Debt report will be generated and will print automatically. Collection Clerk will verify the pre-bad debt listing of accounts to the Bad Debt report.
- F. Collection Clerk will wait the (software required) 1 day for EOD process to run in the Keane system.
- G. After 1 day, in the Keane A/R menu the Collection Clerk will once again select option #22 "Bad Debt Update" and hit the enter key. This process will place a "P" next to each account selected as pre-bad debt.
- H. Another Bad Debt report will be generated and will print automatically. Collection Clerk will verify the report to previous Bad Debt report.
- I. When EOD runs in Keane that night, the "P" for pre-bad debt will be replaced with a "B" indicating the account has been listed as bad debt.
- J. On the last Bad Debt report generated, the Collection Clerk will write next to each account in red ink the account type using the account codes as follows:
 - 1) W381-JNC Indicates Jackie Nitchke Center account
 - 2) W380-Klinik Indicates clinic account
 - 3) W379-OP Indicates outpatient hospital account
 - 4) W378-IP Indicates inpatient hospital account
- K. Collection Clerk will make copy of final Bad Debt Report and place copy in the SCS binder located in the Collection Department.
- L. Collection Clerk will send the original final Bad Debt Report to SCS with cover letter.

- 1) Cover letter is saved in A/R word shared drive on the computer in the SCS folder.

M. Original Pre-bad debt list is discarded.

3. STATE OF WISCONSIN DEPARTMENT OF REVENUE "TRIP" PROGRAM

Sec. 71.935, Wisconsin Statutes permits the Wisconsin Department of Revenue to intercept, or set off, taxpayer refunds and other refundable credits against certain county/municipality debts.

- A. In 2005 the ABC Department Supervisor forwarded TRIP information to Corporation Counsel for review. Corporation Counsel advised the Human Services Director that an agreement between SCS and MHC to enroll in TRIP would be valid.
- B. In 2006 SCS enrolled MHC in the TRIP program.
- C. SCS utilizes and maintains qualifying MHC accounts with the State of Wisconsin Department of Revenue TRIP program in their collection efforts.
 - 1) Right to refund is limited if debtor has filed bankruptcy. (Refer to State of Wisconsin Department of Revenue Publication 218 N.3/03 "Refund Interception Guide for Counties and Municipalities").
 - 2) Right of refund is limited if debtor is receiving SSI or SSDI payments, per SCS Legal Department.
- D. State of Wisconsin Department of Revenue bills MHC directly a collection fee of 2% of the amount intercepted.
- E. State of Wisconsin Department of Revenue will forward amount intercepted to SCS.
- F. SCS will include intercepted amount on monthly reimbursement check. A/R Clerk will enter payments into the Keane system. (Refer to Item #5 below)
- G. State of Wisconsin Department of Revenue sends quarterly TRIP report to MHC which indicates the total amount intercepted by the year.
 - 1) ABC Department Supervisor receives the quarterly TRIP report and forwards the report to the Collection Clerk.
 - 2) Collection Clerk files report in TRIP binder located in the Collections Department.

4. SCS SUIT AUTHORIZATIONS

During their collection process, SCS may make a determination based on their criteria to file a lawsuit in small claims court against a client with a past due unpaid balance.

- A. In order for SCS to continue their collection efforts in small claims court, a Suit Authorization form is sent to Brown County MHC for approval.
- B. Collection Clerk will receive the Suit Authorization form from SCS in the mail.
- C. Collection Clerk will make a copy of the "Demographic Form" with the client's signature from the client's financial folder located in the Billing Department.
- D. Collection Clerk will print itemized bills for account indicated in suit, which will reflect charges, payments and account balance.
 - 1) In the Keane A/R menu the Collection Clerk will choose option #8 "account update".

- 2) Collection Clerk will type in patient bill number and choose option #10 "demand bill".
- 3) Next to "Forms to Print" indicated on the screen, the Collection Clerk will type "Y" next to "detail" and hit enter.
- 4) Itemized bill will print.
- E. Collection Clerk will bring Suit Authorization form to ABC Supervisor along with copies of itemized bill and demographic form.
- F. ABC Supervisor will verify account bad debt amount in the Keane system and sign approval on Suit Authorization form.
 - 1) ABC Supervisor will choose option #8 "account update" in the Keane A/R menu.
 - 2) ABC Supervisor will enter in patient bill number to verify amount due.
- G. Collection Clerk will copy approved/signed Suit Authorization form, demographic form and itemized bill. Copies will be placed in client's financial folder located in the Billing Department.
- H. Collection Clerk will forward original approved/signed Suit Authorization form, demographic form and itemized bill to SCS.
- I. SCS will retain a local attorney to appear in court on behalf of Brown County MHC.

5. SCS PAYMENTS RECEIVED

- A. SCS forwards reimbursement check monthly to MHC for the total amount collection on bad debt less their collection fee.
- B. Per contract, SCS will deduct contingency fee on all collected amounts. (Refer to Blanket PO #2004-01201.00)
- C. SCS forwards a collection Activity Report with the reimbursement check which indicates amount collected and account numbers.
- D. Reimbursement check includes accounts where TRIP collections occurred.
- E. Reimbursement check is receipted and deposited (Refer to P&P Receipting and Depositing of Funds)
- F. Collection Activity Report is forwarded to the Collection Clerk.
 - 1) Collection Clerk will indicate on the Activity Report the account codes (see Item J above) next to each payment in red ink.
 - 2) Collection Clerk will complete the "reversal of bad debt" entry on each account paid listed on the Activity Report (Refer to P&P #1127 Transactions).
 - 3) Collection Clerk will make copy of the Activity Report and forward to A/R Clerk.
- G. A/R Clerk will enter and post transactions from the collection Activity Report to appropriate accounts per P&P #1127 Transactions.

6. OUTLAWED (Canceled) ACCOUNTS

- A. Monthly Activity Report received from SCS will indicate which accounts SCS has Outlawed (canceled).
- B. SCS will outlaw an account after 10 years of collection efforts and no results, per state statutes.

C. When reviewing the monthly SCS Activity Report, the Collection Clerk will place a note on the account indicating the account has been canceled by SCS.

- 1) In the Keane A/R menu the Collection Clerk will select option #8 "account update".
- 2) Collection Clerk will enter in the patient bill number as prompted on screen that appears.
- 3) Collection Clerk will select option #2 "account notes" and hit enter.
- 4) Collection Clerk will hit the F7 key to enter in a test note.
- 5) Collection Clerk will select note type as "coll" and place an "N" next to history note prompt and hit enter.

REFERENCES:

P&P Receipting and Depositing of Funds

P&P #1110 Collection

P&P #1127 Transactions

State of Wisconsin Dept of Revenue Publication 218 (N. 3/03) Refund Interception Guide for counties and Municipalities

PO #2004-1201.00

FORMS/ATTACHMENTS: None.



Human Services Department Policies and Procedures

Policy Title:	Valuation of Accounts Receivable		Page
Policy #:	MHC - 1202	Originated:	
Division	Administrative Services	Revised:	
Cross Ref. #:		Reviewed:	

PURPOSE: To establish procedures to estimate the value of the accounts receivable balance for the Mental Health Center.

POLICY: It is policy of the Mental Health Center staff to follow established guidelines to calculate the estimated accounts receivable and allowance for uncollectible account balances for the financial statements.

DEFINITIONS:

MHC	Brown County Mental Health Center
Accounts Receivable (A/R)	An accumulated balance of unpaid charges for services rendered to clients by MHC
Valuation	The process of estimating the amount of receivables that will be collected.
ATB	Aged Trial Balance; List of receivable balances grouped by length of time since debt was incurred
Sub-Type	Type of Service and presenting problem
Financial Class	Client's primary funding at time of admission
MBA	Municipal Budget Accounting software program

PROCEDURE:

1. This procedure is completed on the first day of each month by the Accountant Manager at MHC.
 - A. The ATB will be run for the preceding month on the Keane Billing System.
 - i. To access the Keane System log on to the AS400.
 - ii. Select the Admissions/Billing/Medical Record option.
 - iii. Move down the menu to the Aged Trial Balance section and select "User Defined ATB" by entering the option number shown next to this title and press enter.
 - iv. On the report option screen, select #5 - "Run" to run the report.
 - v. The next line requires the ATB name, press F4 for a list of ATB's and select ATB "FCSTFC", press enter, a review screen appears, enter, than a print options screen, and enter.
 - vi. Press F10 to go to the print queue. Select F5 to bring report up on the screen, this report takes a while to run so you may have to wait a few minutes.

- vii. To look at the report, put a 5 in front of the report title and press enter. The report comes up on the screen for review.
 - viii. To print the report put a 2 in front of the report title and hit enter. Tab to the bottom of the page and type outq(GMHC2001DP)
 - ix. Put a 6 in front of the title and hit enter to release the report.
- B. Retrieve the report from the printer. This report provides an aged trail balance by client sub-type and financial class. The accounts are aged from each client's admission date.
2. The information from this report is entered on an Excel spreadsheet (AR2008), tab (aging by funding) so it can be sorted and totaled. This spreadsheet is saved under the Accountant Manager's password on the MHC server U drive.
 3. The Outpatient and Inpatient Receivable balances per the ATB are compared to the general ledger balances and any significant variances are investigated. The general ledger is automatically produced each month when the Accountant Manager does the MBA close and is kept in the Accountant Managers office until the new one is created at the end of the next month, than it is discarded, Any adjustments needed to agree the ledger to the ATB will be made with an offset to the appropriate Allowance for Bad Debt account.
 4. The balance for the Allowance for Bad Debt account is estimated as follows:
 - A. A collection percentage by payer is calculated annually. This is completed by comparing the previous year's collections to the previous year's charges. The resulting percent are reviewed for reasonableness and used as a basis to estimate collections percentages for the current year.
 - B. The resulting percentages are applied to the portion of the A/R balance that is less than two years old. This amount is considered the collectible portion of the receivable.
 - C. The Allowance for Bad Debt account equals the total receivable balance less the calculated collectable portion.
 - D. If an adjustment to the Allowance for Bad Debt balance is deemed necessary, an adjusting journal entry is made to set the allowance account to the proper balance; the offset of this entry is to the Bad Debt expenditure account.
 - E. This calculation is done separately for inpatient and outpatient receivables.

REFERENCES:

FORMS/ATTACHMENTS:

APPROVAL:

Accountant Manager

Date

Management and Budget

Date

Executive Director

Date

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MINUTES OF THE WCHSA EXECUTIVE BOARD

Thursday, February 5, 2009
Holiday Inn Convention Center
Stevens Point, WI

Call to Order - The February 5, 2009, meeting of the WCHSA Executive Board was called to order by Past Chairman Lou Plaisance at 9:35 a.m.

Introductions – The following board members were in attendance: Neal Blackburn, John Chrest, Liz Green, Bob Haupt, Cheryl Huenink, Randy Jacquet, Richard Johns, Glen Johnson, Fred Johnson, Barbara Larson-Herber, Evelyn Maloney, Mark Mertens, Jim Mode, Bill Orth, Gene Phillips, Lou Plaisance, John Rathman, Kathy Roetter, Mark Seidl, Elizabeth Skulan, Janice Swoboda, Dave Titus, Bill Topel, Vicki Tylka, Linda Van Ness, Tom Widener, and Ann Wondergem.

Others in attendance were: Patrick Cork-DHS/DCF, Sarah Diedrick-Kasdorf-WCA, Faith Elford, Silvia Jackson-DOC/DJC, Vernon Koch, Don Maurer, Jeff McIntyre, Chuck Price, Erik Pritzl, Ray Przybelski, Greg Schiek Sr., Tom Schleitwiler, Loretta Shellman, Paul Spencer, Lois Trever, and Larry Winter.

Approval of Minutes – The minutes of the January 8, 2009, WCHSA Executive Board meeting were approved as written.

Partner Agency Reports

- Wisconsin Counties Association –Sarah Diedrick-Kasdorf –
 - The Governor will introduce his budget the second week of February. He is waiting for the introduction of the stimulus package from the federal government and funding that may be available to Wisconsin.
 - The February issue of WCA has been published and includes four articles focused on the impact that the economy is having on counties.
 - Secretary Bicha spoke at a legislative hearing yesterday on the impact of the recession of children and families. Gerald Huber and Lynn Green were WCHSA representatives on a panel including county and tribal members.
 - Steering Committee met with AWARE Coalition to discuss drunk driving & drug use problems. There are several pieces of legislation this session regarding more severe penalties for drunk driving. Sarah reported that funding sources and cost estimates have not yet been determined. Mark Seidl offered to provide data to Sarah.
- Department of Health Services and Department of Children and Families – Patrick Cork
 - Pat discussed staff changes. Fredi Bove has been appointed as the Interim Division Administrator of LTC replacing Sinnika Santala.
 - Family Care expansion is included in the budget with some modifications. Milwaukee County will expand in late 2009.
 - A bill has been introduced that will mandate insurance coverage for autism spectrum disorders. This will reduce the demand for CLTS waivers. A hearing is set for Monday, February 9 at 10 a.m. in Room 411S.
 - John Easterday is meeting with directors in the Southeast region next week to talk about Family Care members admitted to the mental health institutes.
 - There is a new outpatient rule. The state will hold regional meetings regarding this.
 - The Economic Support program in Milwaukee will be a "hybrid" program, staffed by county workers supervised by state staff.

- DCF-Wisconsin Shares Program – The Department continues to encourage counties to follow all operations memos. Since there is no money to invest in deterring fraud, policies will be examined and may be reissued.
- Numbered Memos – A Bureau of Long Term Support preliminary memo regarding divestment policy and practice for community-based waivers will be distributed for WCHSA comment. President Wondergem stated that the Long Term PAC will review it.
- Department of Corrections – Silvia Jackson
 - Risk Assessment – There has been some concern there may be a mandated risk assessment. Silvia clarified that there is no single mandated tool. However, by law there has to be a system available. The tool has been used for a number of years. In 1997, the tool was re-evaluated. Now after another decade has passed, the risk assessment must be re-validated, however there is no funding available for this process. DOC is currently searching for funds. They have applied for a national grant for \$3.1 million, which includes a request for \$200,000 for the re-validation. However, there are only three grants available in the nation. There is still no plan to mandate a single risk assessment tool. Counties can develop their own tool or use the state's
 - Sex Offender Municipal Ordinance Update-five more municipalities have passed an ordinance. A summary is now available on the website.
 - Juvenile Court Intake Training is now two days of on-line training and three days of face-to-face training. The first three-day training will be scheduled in September. A numbered memo will be issued at the end of the month.
- Other

Policy Advisory Committee Action Items/Reports

- Economic Support – Co-Chairs John Rathman and Liz Green
 - Provided an update on the Enrollment Support Center and rollout of BadgerCare Plus for Childless Adults. Implementation is scheduled to begin June 1.
 - 2009 Fraud Allocations are not yet available.
 - The PAC continues to recruit for four new ESPAC/IMAC representatives (two from the Northern Region and two from the Southern Region)
 - Now that Liz Green is a co-chair, an alternate representative is needed.
 - W-2 Coalition Update – group is meeting and generating a letter to the Governor and looking for WCHSA to support letter to the Governor including three points: 1.) Direct a portion of the federal stimulus funds to the W-2 agencies; 2.) Provide money to counties to determine eligibility for SNAP, MA, and BC; and 3.) Convene an emergency task force to ensure that all funds are used to help low income families during the recession. **MOTION: to approve WCHSA support of letter to the Governor – Motion carried.**
Motion: WCHSA to be put on the list as an official member of the Coalition. Motion carried.
 - W-2 Coalition provided information at hearings at the capital. They used core statements and the approved WCHSA platform.
 - Other – Milwaukee and the state have entered into union negotiations to create the hybrid entity. Timeline currently for state is to access applications by May 1; assume the call center by July 15; and take over full operations by January 1, 2010.
 - This may have broader ramifications for private W-2 agencies that have contracted to administer the Wisconsin Shares Program for Milwaukee County.
- Behavioral Health – Co-Chairs Kathy Roetter and Mark Seidl
 - Mental Health Substance Abuse Summit – September 29, 2009.
 - February 27, 2009 – PAC Meeting re: Infrastructure Study – open invitation to all Portage County Dept. of Human Services – meeting starts at 10 a.m.
 - State Reductions to CSP Wait list Funding and CCS Start-Up Funds-\$24,000.
- Children, Youth and Families – Co-Chairs Mark Mertens and Carol Wright

- Targeted Case Management Claiming for Child Welfare Staff – DSP 2008-09 Memo series – did not go through WCHSA process. **MOTION: To recommend that the President send a letter expressing concern that the memo did not go through WCHSA process. Motion carried.**
- ICWA Codification Update – There are still two legal issues, a clear definition of what constitutes active efforts and the qualifications, experience, and definition of an expert witness.
- Proposed Legislation: WLC: 0346/2 Family Policy Board - entity would take the place of the Children's Trust Fund; WLC: 0383/1 Notification of Relatives – makes changes needed to meet federal legislation, requires counties to notify any and all relatives within 30 days; LRB-0160/1 Youth Aging Out of Foster Care – legislation tries to focus additional resources on 18 yr. olds but there is no funding available.
- Motion to approve new Inter-County Venue Agreement Form: Notice of Client Change to a New County – This item was tabled for revisions to the document.
- WCCF - Raise the Age Committee – Mark provided an update. There is some anticipation that a bill will be introduced to put 17 yr. olds back into Juvenile system. DCF has asked for change of law that will not be effective until 2012; however, no funding has yet been identified to support the change. There are four main points to the legislation – 1.) Return 17 yrs. olds to juvenile with option to courts to switch to adult court ; 2.) Gives partners time to prepare for change in 2012; 3.) Commits to allocate funds \$76 Million annually but does not identify funding; 4.) Creates a statutory committee to report to Finance on allocations of funding. Sarah said that WCA is advocating that the committee identify the funding in the bill, so there is no issue with the funding if it has not been identified by 2012.
- Other
- Long Term Support – Co-Chairs Joan Kettermann and Linda Van Ness
 - A meeting is scheduled for February 20th.
 - The agenda will include venue and jurisdiction; residency issues in Family Care; and Family Care Funding
 - It was suggested that the PAC include failed adoptions of special needs kids who need human services on their agenda.
 - It was also suggested that the PAC review how using Family Support Program monies as match for Children's Long Term waivers is creating an entitlement for children.

Standing Committees Action Items/Reports

- Public Policy – Dave Titus
 - WCHSA Platform – no report
 - Family Policy Board – no report
- Conference Updates
 - December 5, 2008: Stevens Point – Chair Kathy Roetter and Faith Elford-all registration fees have been collected and all bills from the conference have been paid.
 - May 6, 7 & 8, 2009: Wisconsin Dells: Chula Vista – Chair Randy Jacquet reported on identified speakers. The theme is "Reflecting on the Future" which will include looking at the current financial crisis and trying to predict what services will look like in the future.
- Membership & Dues Committee – Neal Blackburn – no report.
- Awards Committee – Alice Connors – Ann stated that Alice will be distributing nomination papers for the May conference in the near future.

Ad Hoc Committees and Reports

- ADRC Ad Hoc Committee – Glen Johnson – no report
- Long Term Care Council – Todd Romenesko – no report.
- Governor's Poverty Summit – Rosemary Davis – Glen Johnson reported for RoseMary – \$12,000 was awarded to create a statewide initiative to study how to deal with poverty in WI. On May 4-5

DRAFT

there will be a summit of state, county, and groups to determine the best way to approach the issues.

Association Business

- Chairman's Report – none.
- President's Report
 - Appointments - Liz Green - WCHSA representative to the W-2 Agency Coalition – motion was made and passed.
 - A letter was issued to Secretary Timberlake regarding FS sanctions.
 - President Wondergem reported that she is currently recruiting new Board members.
 - There is a federal initiative recommending that volunteer drivers be reimbursed up to the IRS rate for travel without being subject to income tax.
 - President Wondergem thanked Jerry Huber and Lynn Green for attending meeting yesterday
 - There will be an e-mail issued by WISDOT that will grant additional monies for planning for regional human services transportation systems.
 - With Tom's retirement, Jefferson County is currently recruiting for a new Director.
 - A meeting is scheduled the 17th of February with the Secretaries.
- Treasurer's Report – Glen reported that there is currently a balance of approximately \$9,900 in the account.
- Administrative Coordinator's Report – Faith reported that she is working on the 2009 Directory.

Adjournment – Past Chair Lou Plaisance adjourned the meeting at 11:35 am.



Human Services Department
Mark Deon, Executive Director
111 N. Jefferson Street, Green Bay, WI 54301
920-448-6460 Fax 920-448-6465



Brown County Human Services

Economic Support Services

3-17-09

Economic Support

- The Economic Support Department strives to ensure that those individuals and families who are unemployed or underemployed are able to meet their basic needs.
- This is done by providing assistance in the forms of food stamp benefits, medical coverage, and child care assistance.

2

Programs Available

- Medicaid
- Badgercare Plus
- Food Share
- Child Care Assistance

3

Applying for Services

Statistics

- Client Registration staff register over 1000 new requests per month including:
 - Over 350 new Medicaid applications
 - Over 350 requests done using ACCESS
 - Remaining requests could be either brand new applicants or ongoing cases requesting an additional program

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Application Process - Badgercare Plus or Medicaid

- Methods of Applying:
 - ACCESS – online at access.wisconsin.gov
 - Mail in 'completed' application form
 - In person
 - Phone

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Application Process for Foodshare

- Methods of Applying:
 - ACCESS – online at access.wisconsin.gov
 - Completing a registration form
 - In person
- File date is set when a signed registration form is received in the agency
- Requires an interview
 - Face to Face
 - Phone

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Application Process for Child Care Assistance

- Methods of Applying:
 - Signing request for assistance form
 - In person
 - Phone
- File date is set when a signed registration form is received in the agency
- Requires an interview
 - Face to Face
 - Phone

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General Eligibility Guidelines

- All programs have both non-financial and financial eligibility requirements
- Requirements are different depending on the program the customer is requesting
- Customer must furnish information and verification
- Failure to provide required information or verification will cause the application to be denied
- Application Processing timeline = 30 days

Programs Available

Child Care Assistance



- Assists with payment towards child care costs while the parent(s) work or work and attend school.
- Must meet financial and non-financial requirements
- Parents are required to make co-payments based on their income, family size, number of children in daycare and the type of child care provider

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Food Share



- Assistance with food costs using a Quest card
- Goal – Make it easier for persons to have a healthy, adequate diet
- Household must meet non-financial and financial requirements
- Priority Service Determination
- Food Share benefits are based on household size, income and expenses

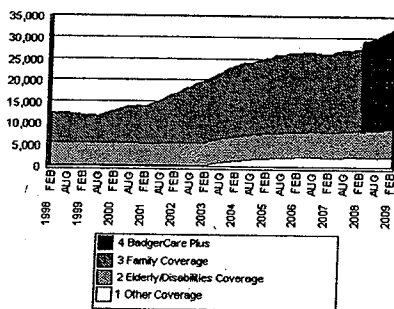
12

Badgercare Plus (cont.)

- BC+ benefits are for individuals who do not have access to employer sponsored health insurance in which the employer pays 80% of the premiums
- Family Income must be at or below income limits
- Must be a US Citizen or legal immigrant
- Must provide proof of certain items for those applying for benefits (birth cert, ID, Income, pregnancy, child support)

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MEDICAID / BADGERCARE PLUS RECIPIENTS
Feb 2009



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Economic Support Caseloads 1/30/07

- Total ES Caseload – 12,467 cases
- Food Share – 5,329 cases
 - Issue an average of \$1 million per MONTH
- Medicaid – 11,081 cases
 - Recipients – over 22,000
- Child Care – 1100 cases
 - Issue over \$700,000 per MONTH

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Economic Support Caseloads 1/31/08

- Total ES Caseload – 13,059 cases
- Food Share – 5977 cases
 - Issue an average of \$1.1 million per MONTH
- Medicaid – 11,459 cases
 - Recipients – over 27,000
- Child Care – 1100 cases
 - Issue over \$700,000 per MONTH



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Economic Support Caseloads 2/28/09

- Total ES Caseload – 15,501 cases
- Food Share – 8281 cases
 - Issue an average of \$1.8 million per MONTH
- Medicaid – 12,935 cases
 - Recipients – over 28,000
- Child Care – 900 cases
 - Issue over \$600,000 per MONTH



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Race and Ethnicity Information

Race	2007 (Unduplicate d Individuals)	% of those served	2005 (Unduplicate d Individuals)	% of those served
African American	2924	8%	2820	8%
American Indian	1335	4%	1515	4%
Asian	2082	6%	2271	7%
Caucasian	21711	61%	21075	62%
Multiracial	840	2%	691	2%
Unknown	6865	19%	5334	16%
Total	35757		33706	

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Ethnicity	2007 (Unduplicat ed Individuals)	% of those served	2005 (Unduplicat ed Individuals)	% of those served
Hispanic	5063	14%	4302	12%
Non Hispanic	28441	79%	28327	84%
Unknown	2300	6%	1112	4%
Total	35804		33741	

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Factors Contributing to Growth

- State's goal is to ensure those who are eligible for the programs, receive the services they need
- State has conducted several outreach campaigns to increase public awareness of these programs
- Now easier and more convenient for families to apply for services
- Policy changes to expand the Medicaid program in 2/08
 - To ensure that children and families without health care coverage have access to it through Badgercare Plus
- Economy

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State Policy Changes

- 13.6% increase in Foodshare benefits due to recent policy change
 - Increase in Foodshare maximum allotment
 - Group of 1 maximum allotment was \$176 and is now \$200
 - Heating Standard

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Contact Information

- Economic Support Automated Phone Line 448-6460
- Nan Pahl, Economic Support Manager
448-6335; Pahl_na@co.brown.wi.us
- Bonnie DeBauche, Economic Support Supervisor
448-6227; debauche_ba@co.brown.wi.us
- Bonnie Greiner, Economic Support Supervisor
448-6247; greiner_bl@co.brown.wi.us
- Kristy Warden, Economic Support Supervisor
448-6089; warden_kp@co.brown.wi.us
- Jenny Hoffman, Economic Support Trainer
448-6367; hoffman_JL@co.brown.wi.us

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For More Information

<http://dhs.wisconsin.gov/em/customerHelp/>

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Questions?

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